

Stay in Touch with FEMA to Ensure a Timely Home Inspection

Release Date: Oktòb 31, 2017

Austin, Texas – Texans with damages and losses from Hurricane Harvey are encouraged to follow up with FEMA to ensure a timely inspection and keep their recovery on track.

Following these tips will help make the process of scheduling an inspection as smooth as possible:

- Make sure FEMA has up-to-date contact information.
 - This information can be updated online at DisasterAssistance.gov, by calling the FEMA Helpline at **(800) 621-3362** (voice, 711 or Voice Relay Service), TTY: **(800) 462-7585**, or by visiting a Disaster Recovery Center (DRC). Find you nearest DRC at: asd.fema.gov/inter/locator/home.htm.
- Answer all calls even if you don't recognize the number;
- Be willing to work with the inspector to schedule the earliest available appointment;
- Respond to any "Sorry I missed you" letters or communications regarding your inspection as soon as possible.

If your home was found to be inaccessible at the time of inspection, you are **required** to let FEMA know when the home is accessible and request a new inspection to be issued.

- To update your information, you must call the FEMA Helpline.
 - Callers should be prepared for a brief wait time. Try calling in the morning or evening when wait times may be shorter.

Once the status of your home is updated and your request for a new inspection has been made, it may take **from 18 to 21 days but may take up to 45 days** for a FEMA-contracted inspector to contact you to schedule your inspection.



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When the inspector arrives:

- Ask for official identification. The badge should include the inspector's name, company and photo.
- Inspectors will have your case number and details about your property.
- Inspectors assess and verify damage caused by the disaster. There is no inspection fee. Generally, the inspection lasts about 30 minutes or less.

To date FEMA inspectors have completed more than a half-million home inspections in the State of Texas.

For more information on Hurricane Harvey and Texas recovery, visit the Hurricane Harvey disaster web page at www.fema.gov/disaster/4332, the FEMA Harvey Facebook page at www.facebook.com/FEMAHarvey, the FEMA Region VI Twitter account at twitter.com/FEMARegion6 or the Texas Division of Emergency Management website at www.dps.texas.gov/dem/.



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